



Department of Managed Health Care

JOB OPPORTUNITY

Arnold Schwarzenegger, Governor

Dale E. Bonner, Agency Secretary

Release Date: 06/19/07

CLASSIFICATION: Consumer Assistance Technician
1 Position – Permanent, Full-Time

FINAL FILE DATE: Until Filled

SALARY: \$2551-\$3103

LOCATION: HMO Help Center, FTB Court at Mayhew

DUTIES AND RESPONSIBILITIES: Interested in an exciting position in a friendly environment with **free parking**? The Department of Managed Health Care announces the following opportunity for a Consumer Assistance Technician. Under general supervision of the Consumer Services Supervisor, Call Center, the incumbent performs a variety of duties and is expected to consistently exercise a high degree of initiative and independence in performing assigned tasks in the Call Center Branch. The incumbent will be responsible for utilizing a state-of-the-art telephone system linked to the computer production database information system for receiving and responding to telephone inquiries and complaints from enrollees or subscribers of health care service plans under the Knox-Keene Health Care Service Plan Act of 1975. The incumbent will also be responsible for providing information and assistance on filing consumer complaints; answering general inquiries and maintaining records and statistics (complaints and pending cases); preparing or generating correspondence upon request from staff; and entering a variety of program data onto computer generated forms.

DESIRABLE QUALIFICATIONS:

- Customer service oriented to receive and respond to calls from the public
- Ability to handle multiple assignments simultaneously
- Ability to communicate effectively both orally and in writing
- Possess excellent interpersonal skills
- Ability to exercise a high degree of initiative, independence, and flexibility
- Ability to work well under pressure
- Excellent attendance and dependability
- Ability to work in a team environment
- Knowledge and skill with PCs, i.e., Microsoft Word, Excel, etc.

WHO MAY APPLY: State employees, who are currently in the above classification, have list eligibility for appointment or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further technical information regarding the position, please contact Christina Vaiza at (916) 255-2408. **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate the RPA#06-478 under the job title).

All applicants not currently employed by the DMHC will be subject to a pre-employment background investigation. The investigation will consist of fingerprinting and an inquiry to the California Department of Justice to disclose criminal records.

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Christina Vaiza
980 9th Street, Suite 500
Sacramento, CA 95814

California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

161-1109-xxx

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.